LONG-TERM CARE FOR THE AGED AND DISABLED:
A STRATEGIC PLAN FOR LOS ANGELES COUNTY

RESULTS OF COUNTYWIDE COMMUNITY FORUMS: JUNE 17-26, 2002

- *Attendance*   359
- *Observations*   Overwhelming validation of the identified need and the proposed Goals/Strategies/Objectives; majority of participants were consumers; strong appreciation for engaging the community for input; strong interest/participation in certain communities (i.e., Huntington Park, Boyle Heights, Willowbrook)
- *Input*   Numerous comments (verbal and written) on the frustration of dealing with a fragmented and confusing "system" of services; lack of customer service in many programs/services especially transportation; overall, input generated additional objectives and refinement/clarification of certain objectives
- *Quotes*

  "We live with our children and/or other family members and many times these family members are faced with the hard dilemma of having to place their relatives in nursing homes because of lack of room to house their parents; we need your promises in writing so they can turn into realities."

  "All of your plans regarding long-term care are very good; hopefully your plans will come to fruition because they are badly needed."

  "There must be budget for OVERSIGHT of the LTC services! Without oversight there will be huge misconduct."

  "We will not need LTC if we don't have access to health care." (reference to proposed closure of county health facilities)

  "I am very concerned about LTC. I'm 87 years old and although I'm in good health, I'm fearful of getting sick or disabled because I wouldn't be able to afford it. I would be penniless in about 6 months."

  What are your expectations for the future of long-term care services? "To become a reality"

  "We need to have the internet in all agencies and all of service provider offices. We need to train everyone in use of computers and have our aging population have access to computers and take an active role in educating this population."

  "Excellent forum and good work by county in their vision and seeing the need for establishing a goal."